



PERSONAL DETAILS

Nationality: Pakistani
Date of Birth: 06-12-1989
Driving License: UAE

EDUCATION

BACHELOR OF COMPUTER SCIENCE
3.22 OUT OF 4.00

CERTIFICATES

Microsoft Certified System Engineer
MCITP
CCNA
ITIL V4
CCTV
Graphic Design
PHOTOSHOP
ILLUSTRATOR

Experience with the below

INDUSTRIES

Hospitality
Hospital & Health Care

KNOWLEDGE

Opera PMS (Cloud Property Management)
Micros Symphony (Oracle Enterprise Point-of-Sale System)
SUN (Financial Management System)

MUHAMMAD ARIF

IT SYSTEM & NETWORK ENGINEER | HOTEL MANAGEMENT SYSTEM | 8 Years of Experience

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PROFILE

I am a multi skilled IT professional with diversified experience more than 8 years. A challenging position in the field of Information Technology that would provide an opportunity to utilize my knowledge, abilities and willpower to the fullest possible extend. Striving for a solution where priorities require an aptitude in analytical problem solving skills. Looking for a position where I am able to relate the knowledge gained through my degree. I firmly believe in the principle of implementing my duties with devotion and strength.

SKILLS

Management

Project Management
IT Infrastructure Management
Operations & Process Management
Network & Information Security Management
Strategic Vision & Planning Change Management

Excellence

Strategic Planning & Management
Technology Roadmap
Operational Excellence Policies & Procedures Resource Management

Value-Added Leadership

Leadership,
Staffing Training,
Knowledge Transfer,
Communication & Interpersonal Skills
Critical Thinking
Conflict Resolution

CORE STRENGTHS

Passion for constant improvement.
Ability to solve all IT related issue in a firm.
Excellent presentation, communication and interpersonal skills.
Ability to make good decisions in stressful situations.
Effective team leader with strong analytical and problem solving abilities
flexible and Detail oriented attitude

EXPERIENCE

Amwaj Rotana JBR, Dubai, UAE
I.T Supervisor [2019 – 2021]

American British Surgical & Medical Centre, Dubai, UAE
I.T Assistant [2015 – 2019]

Marriott Hotel, Islamabad
IT System Engineer [2013 - July 2015]

KEY RESPONSIBILITIES

EMC (Enterprise Management System)

MPS Printer (Managed Printer Services)

FMC (Micros Fidelio Material Control)

Onity / Visionline (Online Key System)

QMS (Quality Management System)

Bayan HRM (Human resource management)

Jana (Materials Management System)

Hotel smart TV

Neorcha Check in (Software as a Service)

Revinate (ROI, Hotel CRM, Email Marketing)

VICAS (Samsotech Security System / ID Scan)

HyperV & Vmware

3C Portal (Payment Portal)

Cisco VOIP Telephone System

Aruba Wireless System

TMG/WSUS

SQL

Exchange Server

Palo Alto Firewall

McAfee/ Standalone Antivirus

Zoho CRM

WordPress / Squarespace

SEO

Social Media Marketing

- Administer and maintain all network related devices LAN/WLAN to provide high Availability and better performance.
- Monitor the operation and security of all computer hardware and ensure that it is operating properly
- Serve as primary contact for all servicing of computers, printers, etc.
- Maintain a sufficient inventory of all office and computer supplies
- Maintain the documentation of all hardware configuration and inventory
- Maintain the documentation of the telephone system configuration and all MPT lines
- Administering Domain controller, TMG 2010, DHCP Server and Exchange server 2010 and Mdaemon Server Installation and Configuration of Active Directory in Window Server 2008, 2012 and 2016 and also Create/Edit and assigning policy to the user in Active directory (Window Server).
- Monitors, ensures and manages the acquisition and maintenance of property based systems Opera PMS ver.5 (Front Office/Reservation/Accounts), Micros Point of Sales (POS), Micros Fidelio Material Control (FMC) (Purchasing & Issuing) ver.8.8, Onity Key Card System. ver. HT24.
- Managing Aruba Network Wi-Fi switches (Ap-92, 93 and AP-135) and Aruba 3600 Mobility Controller and also provide Internet Support to Guest using Aruba Wi-Fi Technology.
- Configuring and managing Cisco switches and router.
- Ensures that computer and network operations are monitored at the property, backup/recovery functions are performed on scheduled basis and administration functions for hardware, operating and application systems are maintained and completed on consistent basis.
- Micros Symphony (Oracle Enterprise Point-of-Sale System) - Installation, Configuration and Troubleshoot of Oracle Enterprise Point-of-Sale System.
- SUN (Financial Management System) - Installation, Configuration and Troubleshoot of Financial Management System.
- EMC (Enterprise Management System) - Installation, Configuration and Troubleshoot of Enterprise Management System.
- MPS Printer (Managed Printer Services) –All user Configuration and Troubleshoot of Managed Printer Services.
- FMC (Micros Fidelio Material Control) – Installation, Configuration and Troubleshoot of all restaurant POS Device and Printer.
- Onity / Visionline (Online Key System) – To manage offline and online lock system, create new door lock key, Configuration and Troubleshoot of wireless lock System.
- QMS (Quality Management System) – Creating new User & give admin access. All user Configuration and Troubleshoot of quality and engineering management system.
- Bayan HRM (Human resource management) –Creating a new user also install a new setup in PC. All user Configuration and Troubleshoot of Human resource management.
- Jana (Materials Management System) Creating a new user also install a new setup in PC. All user Configuration and Troubleshoot of Materials Management System.

Office 365

Graphic Design

Photoshop

Illustrator

Personal Information

Date of Birth: 06-12-1989

Marital Status: Married

Skype ID: arif.m52

Notice Period: Available Immediately

Language: English, Urdu, Arabic

(Basic)

- Neorcha Check in (Software as a Service) – Installation, Configuration and Troubleshoot of Check in Software.
- Revinate (ROI, Hotel CRM, Email Marketing) - Monitor report and handover to marketing team for email marketing.
- VICAS (Samsotech Security System / ID Scan) - Installation, Configuration and Troubleshoot of passport and ID scanning.
- Daily Backup –take manual backup daily of all admin systems and enterprise software's.
- Create strategic e-marketing plans, innovative Digital Advertising Management and generate revenue through branding and promotion utilizing PPC (Pay Per Click Advertising) SEO (Search Engine Optimization) , SEM (Search Engine Marketing), Click fraud analysis, Social Media, Email Marketing, Mobile/SMS advertising and website development
- Developing and managing digital marketing campaigns, utilizing range of techniques including paid search, SEO and PPC.
- Google Apps, Email Management, Cloud Management & running.
- Software, Hardware Purchasing Installations & Up gradations
- Hospital's CCTV, Telephone Recording, Attendance Management
- Dropbox, google drive, VMware and Cloud storage management
- Worked closely with top Hollywood surgeons in catering their I.T needs & requirements during their Dubai Visits to enhance our productivity and business

“Reference Available Upon Request”